

ORIGINAL
Please file in Dec. No. 66732

W-02105A-03-0805
ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM



0000013198

Investigator: Carmen Madrid

Phone: (602) 542-0848

Fax: (602) 542-2129

4760

Priority: Respond Within Five Days

Opinion No. 2004 - 39753

Date: 11/9/2004

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Midge

Britton

Account Name:

Midge Britton

Home: (928) 767-3532

Street:

P. O. Box 1516

Work: (000) 000-0000

City:

Dolan Springs

CBR:

Arizona Corporation Commission

State:

AZ Zip: 86441

is:

DOCKETED

NOV 10 2004

Utility Company:

Mount Tipton Water Co., Inc.

Division:

Water

Contact Name:

n/a

Contact Phone: n/a

DOCKETED BY

CR

Nature of Complaint:

Correspondence states the following:

State of Arizona
Attorney General's Office
Consumer Info & Complaints
1275 W. Washington
Phoenix AZ 85007-2926

RE: During this crisis, we were given Ph. #602-364-0234 ext. 4238, Rhonda, Az Water Commission (Phx) & her voice mail was never activated, to contact..

RE: CIC 04-14182 Mt. Tipton Water Co., Inc.

Attn: Tammy Miller, C&C Mngr.

Today I am in receipt of you letter of 8/23/04. for the record, every year since Mt. Tipton bought out Dolan Springs Water Co. this problem. (ie-water restriction to 4 hrs. or none at all) has occurred to water haulers.. Several "board members" have stated their attempts at a (in the future) resolution is a proposed swipe-card for area-haulers at the pumps. . . . Their concern was haulers from White Hills/Chloride on their wells, instead of paying higher fees for water. (ex. Rosie's Den charges .01/gal. - Kingman is 2 quarters for 50 or so gallons . . .) Last year a AZ-representative running for office rode in Dolan Days parade. Day after a community meeting & we got water again . . . That was the summer Mt. Tipton SOLD water to Mohave County for road spraying, while residents went without . . . In area. Those on meters in Dolan town have "visits" from company members to Police water usage . . . Patio misters/ plants and they still watered their trees & grass, while we were cut off; some "sold" to their friends, off their meters, water. Some go to town 2 or 3 times daily to water their trees. I have a disability (spine, knee, loss of hand) and only need my tank (250 gal) filled once a week. When I wrote your office, water was cut off pumps for close to a week! I heard yesterday, it was off 'red' & back to 'green' (haul any hour of day, instead of only 4-8 p.m. certain days.) status. I know "drought" concerns restrict times . . . Ex. Volume available. More than myself have noticed this month a quarter DOES NOT get the advertised 58

AZ CORP COMMISSION
DOCUMENT CONTROL

2004 NOV 10 4 10:00

RECEIVED

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

+ fraction gallons as posted . . & some citizen put up a note (on Tom White pump downtown - Dolan Springs) to contact Weights & Measure to complain One dollar used to fill it at that rate (\$.25 for 58 more gallons) lately \$1.25 is about average. You may say, pennies to quibble Many here feel the Board is perpetrating fraud in a way. Land sales guaranteed us water to haul - past 12 years. (wells to sink are about 800 ft. down/potable on west side of US HWY 93 and pricey presently.) Precedent was set (Dolan Co. & Mt. Tipton) of availability to locals.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/9/04 This complaint was filed with the Attorney General's office on August 16, 2004. It was sent to the ACC and received on October 1, 2004.

Docket please file in Docket No. W-02105A-03-0805 in Decision No. 66732. closed

End of Comments

Date Completed: 11/9/2004

Opinion No. 2004 - 39753

W-02105A-03-0805

RECEIVED

Dec. 66732

OCT 01 2004



AZ Corporation Commission
Director Of Utilities

TERRY GODDARD
ATTORNEY GENERAL

STATE OF ARIZONA
OFFICE OF THE ATTORNEY GENERAL
CONSUMER INFORMATION AND COMPLAINTS
1275 WEST WASHINGTON, PHOENIX 85007-2926

(602) 542-5763
(IN-STATE-ONLY) 1-800-352-8431

September 27, 2004

MIDGE BRITTON
P.O. BOX 1516
DOLAN SPRINGS, AZ 86441

RE: CIC 04-14182

Dear Consumer:

Thank you for the complaint you recently forwarded to the Consumer Protection and Advocacy Section of our office. It appears to fall within the jurisdiction and authority of the agency listed below.

We are forwarding a copy of your complaint to this agency for appropriate action. Please contact that agency if you have any questions regarding your complaint.

We wish to thank you for bringing possible violations of the Consumer Fraud Act to our attention.

Sincerely,

A handwritten signature in cursive script that reads "Tammy Miller".

TAMMY MILLER
CONSUMER INFORMATION
& COMPLAINTS MANAGER

CPA:O

UTILITIES DIVISION
CORPORATION COMMISSION
1200 W. WASHINGTON
PHOENIX, AZ 85007

*** FOR AG USE ONLY ***

LETTER: RT: COPY TO: FILE #: 04-014182
CLOSING: CC: SEND TO: CATEGORY: PS M11 V

Review YOUR Name, Affiliation, Address & Phone:	
MIDGE BRITTON	
P.O. BOX 1516	
DOLAN SPRINGS, AZ 86441	
Home Phone: 928 763532	Work Phone: 702 614-4381

State Name, Address & Phone of the FIRM you are complaining against:	
MT. TIPTON WATER CO. INC.	
15996 N. IRONWOOD DR.	
Dolan Springs, AZ 86441	
and 16055 N. Pierre Ferry Rd. ST. JLS	
Phone: 928 (767 3713) 05, AZ 86441	

For statistical purposes, please indicate if you are ☒ under the age of 60 or ☐ age 60 and over.

May we send a copy of this to the person or firm you are complaining against? YES ☒ NO ☐
(If your response is no, we may be prevented from taking any action on your complaint.)

May we provide your name and telephone number to the media in the event of an inquiry about this matter? YES ☒ NO ☐

May we send a copy of your complaint to another government agency for their review or investigation? YES ☒ NO ☐

May we also send a copy to any private agency which resolves disputes like those raised in your complaint? YES ☒ NO ☐

Was an oral or written warranty given? YES ☒ NO ☐ Precedent set by this company AFTER 4 yr. after

Did you sign any documents? YES ☐ NO ☒ Buying out "Dolan Springs Water Company" (LAST YEAR)
3/2001 - myself selling water to water haulers, near White Hills.

Date of transaction: every Summer, their company board members restrict hours, days - presently

Place of transaction: Pump to "Water Haulers" in this area - Since Sunday 8/9/2004!

Witness to transaction: about 8000 people Five hand statements (last year from "Pete" driver of Statewide Salesperson's name Express's Board member that

Total amount of damages (list actual loss only) WATER to survive. they'd rather only "town" meter

Have you complained to the firm? YES ☒ NO ☐ customers "Be only ones they'd

What was their response? "Sorry" pump down, want to serve, & "drive out

50% capacity. "go elsewhere" to County - for while last summer with "Detrol" wash pump

Was the product or service advertised? YES ☒ NO ☐ was County's source. Price went up (last fall) to

If yes, indicate the date and how it was advertised: Gateway News & Office Brokers, Farber & Co. 25¢ for 50 gals. These Political

Do you have an attorney? YES ☐ NO ☒ factest probably for rate increase &

If yes, please provide the attorney's name and address: talk of sale - Been in the 9th

Is any legal action pending? YES ☐ NO ☐ Local Realtors had a meeting Monday 8/10

List any other consumer agencies contacted: for increase of new land owners

Please explain the entire circumstances surrounding your complaint below. Please fully describe any oral or written misrepresentations made to you: Since Hauler Dm by - PMS 307000

Monetarium on town (Cost of \$593) Service water meters stated in Flyers (ADVERTS on

Land sales, & located. Titles available. Next closest pump for hire - Poser's Den 15 mi. or

This statement is true and accurate to the best of my knowledge. Kingman 27 miles. (talk of Golden Valley Wd down

Signature: M. Midge Britton Date: 8/12/2004

SI PREFIERE PUEDE LEER Y USAR EL FORMULARIO EN ESPAÑOL, A LADO REVERSO

We were promised this water source. They had 8-11 am & 4pm-8pm hours open

CPA - CIC
SEP 3 2004

~~From~~

Midge Britton

P.O. Box 1516

Dolan Springs, AZ 86441

Sept 2, 2004

(928) 67-3532

to
State of Arizona
Attorney General's Office
Consumer Info & Complaints
1275 W. Washington, PHX, AZ 85007-2926

PS: during this crisis, we were given Ph # 602 364-0234 ext 4238, Rhonda,
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Attn : Tammy Miller, C&C Mngr.

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Kingman is 2 quarters for 50 or so gallons... etc.)

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